

ABSTRACT OF THE INVENTION

A method and a system for obtaining shutdown information for a computer allows a user to indicate a reason or reasons for the shutdown. The states of the user mode processes that are running on the computer are saved for later analysis. The state information as well as the shutdown reason entered by the user is stored in a computer-readable memory, such as in the form of a log file. A user may report a shutdown reason by selecting a reason from a predefined reason list and/or by typing a reason in a comment area.